



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
COMMONWEALTH KEYSTONE BUILDING
400 NORTH STREET
HARRISBURG, PENNSYLVANIA 17120

IN REPLY PLEASE
REFER TO OUR FILE

Docket No.
M-2024-3051789

October 25, 2024

Elizabeth Rose Triscari, Esq.
Pennsylvania-American Water Company
852 Wesley Drive
Mechanicsburg, PA 17055
elizabeth.triscari@amwater.com

Re: Investigation of Quality-of-Service Issues in Pennsylvania-American Water Company's Northeastern Service Territory, Docket No. M-2024-3051789

Dear Attorney Triscari:

On July 22, 2024, the Pennsylvania Public Utility Commission (Commission) entered an Opinion and Order regarding Pennsylvania-American Water Company's (PAWC) general rate increase proceeding at Docket Nos. R-2023-3043189, *et al.* Therein, based upon the cumulative number of quality-of-service concerns raised in the proceeding via hearings, comments, and complaints, the Commission determined that further investigation is warranted. The Commission directed the Law Bureau, in conjunction with the Bureau of Technical Utility Service (TUS), to implement an investigation into the quality-of-service issues in PAWC's northeastern service territory.

Consistent with this directive, please respond with the information requested in the enclosed "Data Request Set 1." Please provide the requested information within **ten (10) business days** of the date of this letter.

Please provide your response to the Secretary of the Commission with service on the Law Bureau and TUS. Reference the docket number listed above when filing your response. The Commission strongly encourages submission via e-filing with the Secretary of the Commission as well as accepting e-service through the Commission's website at <http://efiling.puc.pa.gov>. The Commission is accepting all public documents through the e-filing system at this time.

If your filing contains confidential material, you must submit it via overnight delivery or the Secretary's Share Point File System to ensure timely filing. You should contact the Secretary's Bureau in advance to gain access to the Share Point File System. The overnight address for hard-copy or confidential responses is:

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

Please mark the materials “CONFIDENTIAL” in bold or highlight, if any of the requested information is deemed to be of a confidential nature.

Your answers must be verified pursuant to 52 Pa. Code § 1.36. Accordingly, you must provide the following statement with your responses:

I, [print name of appropriate company representative], hereby state that the facts above set forth are true and correct to the best of my knowledge, information and belief, and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Signature _____
Title _____
Date _____

Please contact David E. Screven, Chief Counsel, Law Bureau at dscreven@pa.gov or (717) 787-5000 and Hayley E. Hinken, Assistant Counsel, Law Bureau at hayhinken@pa.gov or (717) 214-9594 should any problems arise that prevent you from providing a full response within **ten (10) business days** of the date of this letter, or if any questions arise regarding “Data Request Set 1.”

Thank you in advance for your cooperation.

Sincerely,



Rosemary Chiavetta
Secretary

Enclosure: Data Request Set 1

cc: David E. Screven, Chief Counsel, Law Bureau
Hayley E. Hinken, Assistant Counsel, Law Bureau
Paul T. Diskin, Director, TUS
Dan Searforce, Manager – Water, Reliability and Emergency Preparedness, TUS
Sean Donnelly, Fixed Utility Valuation Engineer Supervisor, TUS